



**ARIZONA DEPARTMENT OF ECONOMIC SECURITY**

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Janet Napolitano  
Governor

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August 8, 2006

**WIA Guidance Letter #15-06**

**RESCINDS WIA GUIDANCE LETTER #05-04, Change 1**

**Subject: WIA Section Procedures for Answering WIA Policy Questions**

**Purpose:** This guidance letter is to assist the local staff when they are asking WIA policy questions of Employment Administration/WIA Section.

**Background:** In response to questions from local staff, the Employment Administration WIA Section felt it would be helpful to explain the procedure that is used to answer your WIA policy questions.

**Procedure:** Local Policy questions should first be phoned in or e-mailed to the appropriate Field Operations Liaison for a response. Additionally, a copy should be provided to Mimi Hurtado, Field Operations Manager, [MimiHurtado@az.des.gov](mailto:MimiHurtado@az.des.gov)

Questions that cannot be addressed immediately or those requiring additional research will be included for discussion at our next WIA Issues meeting. These meetings are held each Monday and include WIA team members from Management, Field Operations and Policy Units. A response to each WIA question is formulated and one of the following actions takes place:

1. If a question is specific to only one Local Workforce Investment Area (LWIA), the staff person who fielded the question will respond with an answer via e-mail.
2. Answers to questions that are relevant to all LWIAs will be either (a) put on the WIA Section's website under Frequently Asked Questions (FAQs), (at <http://www.azdes.gov/wia/faq.asp>) or (b) sent out via WIA Guidance Letter.

This policy is subject to change. All WIA Guidance Letters are posted on the WIA website at <http://www.azdes.gov/wia>.

**Action Required:** Please ensure that this letter is provided to all appropriate staff. Please contact your Field Operations Liaison at (602) 542-3957 if you have questions regarding this Guidance Letter.

Sincerely,

A handwritten signature in black ink, reading "Lela Alston", followed by a vertical red line.

Lela Alston  
WIA Section Manager  
Employment Administration